

Online Single Submission in service of licensing seeks to integrate into Muara Teweh city of central Kalimantan Province

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Abstract: Today's Era of modern globalization is full of challenges and opportunities, the Government should be able to provide effective and efficient services so as to increase competitiveness in the nation's economy. The research approach used is a qualitative approach. This approach is used to be able to see, know and describe the actual state in detail and actual. The data analysis techniques in this study use interactive models, with four interfacing process stages, namely data collection, presentation and, data reduction and conclusion withdrawal. The conclusion of this research shows that there are several factors that can drive the success of the implementation of the licensing service system to be integrated into the city of Muara Teweh Central Kalimantan province, namely communication factors apparatus and the source factor Apparatus that even though the agency does not have operational standards of service.

Keywords: online single submission, licensing services, system seeks to integrate

I. INTRODUCTION

The introduction of the paper should explain the nature of the problem, previous work, purpose, and the contribution of the paper. The contents of each section may be provided to understand easily about the paper. (10)

Public services in Indonesia are still colored by services that are difficult to access, have a convoluted procedure when taking care of a certain permissions, unclear costs, periods that do not comply with the regulations and A gratification practice, this kind of thing has become an indicator of the low quality of public service in Indonesia.

Licensing management is a thing that has been complained about by the community, as well as investors, in addition to a long time also unclear costs, and doubts will be guaranteed security investment. While investing is a very important means in the midst of government's limitations in financing all kinds of development needs, so the government can attract the participation of the private sector in order to succeed development program National in Indonesia.

Investment institution and integrated service of one door Muara Teweh City is an institution formed to provide service, ease and comfort to the community in the management of licensing to establish a business for the reduction Poverty in the community. Where in the implementation of the service, the local government apparatus is responsible to the community in order to create the welfare of society.

Then, based on the presidential regulation number 91 year 2017 about the implementation of acceleration strive. In order to accelerate licensing solutions trying to improve service, escort, barrier completion, simplification, then the government sees the need to implement a licensing system done with the development of online systems. On the basis of the consideration, then formed government regulation Number 24 year 2018 about an electronically integrated licensing service called online single submission.

The use of this online single submission application basically facilitates the public in application of attempting remotely or from their residence without having to go to the Office of Investment Institution and one door integrated service in Muara Teweh city. The use of online single submission is also essential to provide the best service to the community for filing licensing efforts.

Nevertheless, the reality field shows some weaknesses in which there are still many people who have not been able to access and apply the online single submission system in the application of licensing attempts to get a permit number Trying.

There are still many people who come to the capital investment agencies and integrated licensing services one door of Muara Teweh City that submitted the registration application for the creation of permits both new and renewal. Then there are many rural people who have not been able to use the Internet so that there are still many who use it manually.

II. RESEARCH METHOD

The research approach used is a qualitative approach. Bogdan & Taylor (1975), expressed this approach used to be able to see, know and describe the actual condition in detail and actual to the phenomenon that occurred in the study.

Then the main instrument in this research is its own researchers, with in the form of interview guidelines, note paper and tip recorders. The interview guidelines are divided into structured and unstructured questions when obtaining the necessary information from the informant.

The data analysis techniques in this study use interactive models, with four stages of interfacing process, namely data collection, presentation and, data reduction and conclusion withdrawal (Miles and Huberman, 1984). This interactive Model continues to be done by the data found is saturated.

III. RESULTS AND DISCUSSION

Local governments can play a role in improving and expanding licensing services in a variety of ways, among others, by implementing electronic integrated licensing services through applications on the website, where the application can be Provided convenience and timeliness to service users in this matter the community city of Muara Teweh.

Patton, Sawicki and Carl (1986) say that the application relates to various activities that are aimed at realizing the program, which in this position executives govern how to organize, interpret and implement policies that has been selected. An executive is able to manage effectively and efficiently the resources, units and techniques that can strengthen the implementation of the program, as well as perform interpretations of the planning that has been made, and instructions that can be easily followed for Implemented program realization.

Later in the analysis of this research using the mindset of Edwar III (1980), which suggests the implementation of the program is influenced by four variables, namely communication, resources, disposition, bureaucratic structure. Where these four variables relate to each other. Therefore, there are several factors that become advocates in the application of licensing services attempted to be registered electronically, as follows:

First, communication. This electronic application will run effectively when the size and purpose of the program is understood by individuals who are responsible for achieving the objectives of the program. Clarity on the size and purpose of the program needs to be communicated appropriately with the executor. Consistency or uniformity of the base size and objectives need to be communicated so that the executive knows precisely the size and purpose of the program.

Lineberry (1978) states the implementation of the program is an act undertaken by governments and privately directed at the achievement of objectives and objectives, which will be a priority in policy decisions. For the implementation to run effectively, who is responsible for carrying out a decision should know if they can do so. Indeed, the program must be accepted by all executor and must understand clearly and accurately as to the purpose and objectives of the program. If the program Implementor confused with what they will do and if forced, it will not get optimal results. There are three indicators in the communication factors, as follows:

- 1.1 Transmission. The process of delivering the information on Licensing Service program seeks to be electronically integrated by the Government to the implementing agencies and then forwarded to the community, it is done in order to service licensing program Trying to integrate electronically can be transformed appropriately in the community. The delivery of such information is done at the launch of the program and its system mechanisms.
- 1.2 Clarity. Based on the results of the clarity of communication indicators, there are two methods of counseling that do direct counseling and indirect counseling is through mass media such as newspapers, radio, television.
- 1.3 Consistent. Consistently in the Licensing Services program seeks to be electronically integrated under the attempted licensing guidelines. But it still takes more patience and consistency in its application so that the results are maximal and can improve the quality of licensing services in Indonesia.

Second, resources. This resource includes two indicators as follows:

- 2.1 Human resources. Human resources in the program will not succeed without the support of qualified human resources and their quantity. The quality of human resources relates to skill, dedication, professionalism, and competence in the field, while the quantity related to the amount of human resources is enough to cover the entire target group. Human resources are very influential in the successful implementation of the program, where without reliable human resources The program will run slowly. Therefore, the implementation of the Licensing service program is trying to be integrated

electronically in the city of Muara Teweh requires sufficient resources and able to master the field in implementing the policy.

Human resources referred to in the application of licensing services seeks to be integrated electronically is a service officer who is a supervisor, and a mediator on the process of implementing the system that is when the business person to Investment agencies and integrated services one door wants to apply for licensing efforts by carrying the completeness of the administration file, then the officer at the reception will direct the business actors to the online single submission Lounge to do Data processing through the online single submission system, and in the online single submission Lounge area there are already officers who are ready to perform mentoring as a mentor for business actors in the operation of the online single submission system.

The city government of Muara Teweh should strive for the implementation of this program can be a bridge and improve the quality of licensing services in the city of Muara Teweh, in changing the pattern of community thought about the service of licensing During this convoluted.

2.2 Non human resources. Application orders tend to be ineffective if the licensing service try to integrate there is still found a weakness I sometimes the network is interrupted, inaccurate data and the population parent number. Based on the results of the research, it is noted that the infrastructure in the process of implementing licensing services tried to be good enough, such as a set of electronic tools to operate electronic systems such as, computers, printers and Adapters are already available in the room.

2.3 Disposition. One of the factors that affects the program is the implementation. Behavioral tendencies or characteristics of program executor play an important role in achieving goals or objectives. An important character that must be owned by the program executor such as honesty and high commitment. Based on the research results can be observed from the informant's statement stating that the attitude of the implementation in the Licensing service program is trying to be integrated electronically in the city of Muara Teweh quite well. Implementing the program in this case has always been ready to implement the licensing Services program is trying to integrate.

Capital investment and service of a single door to extend the hand of the Government is always ready to fully support the implementation of licensing services policy seeks to be integrated electronics. In this case in order to implement the Program Licensing service attempted to be integrated electronically running as expected.

The change of service system was responded enthusiastically by the apparatus. Enthusiastic about the implementation of the Licensing Service program seeks to be integrated electronically can also be seen from the commitment of service personnel and responsible for the implementation of the program.

The readiness of this service officer is very important in implementing the Licensing Service program seeks to be integrated electronics, because the service personnel as a determinant of the licensing Services program seeks to be integrated Electronics are expected to prepare and open themselves to the various possibilities of changes. Therefore, there needs to be a mature preparation of the Government in every system necessary for the implementation of the Licensing Service program seeks to be integrated electronics.

2.4 Bureaucratic structure. In the bureaucratic structure, there are two indicators:

2.4.1 Standard operating procedure. Licensing service seeks to be integrated electronics This is a program that must be planned with the mature because the licensing service seeks to be integrated electronically it will be implemented throughout Indonesia. The implementation of a program will be able to run well if the standard of procedure operation as a guideline for implementing the program has been made to run systematically.

From the results of the research can be noted that in the implementation of the licensing Services program to be integrated electronically in the capital investment and integrated service of one door in the city of Muara Teweh there is no operational standard, it is only The underlying implementation of the Licensing Service program seeks to be integrated electronically this is the government Regulation Number 24 year 2018 and as a guide or technical guidelines implementation of the system set out in the relevant technical ministerial regulation. In the field, a decree of the district head of the system in the management of the capital and integrated services of one door, where the decree was intended to provide broader access to the community to Obtain a more convenient, fast, precise, efficient, transparent and accountable service. Broadly, the desired hope is the realization of better licensing services and quality, free from convoluted management and unofficial levy in the city of Muara Teweh.

2.4.2 Fragments. Fragmentation in the Licensing Services program seeks to be integrated electronically in the capital investment and one-door licensing service in the city of Muara Teweh intertwined coordination of the Licensing Service program seeks Integrated electronically in collaboration with the central service desk system.

Through good cooperation or coordination in the implementation of each task, as the extend of the hands of the central government responsible for preparing the service personnel in understanding and carrying out licensing services seeks Integrated electronically. In this case also the capital investment and one-door licensing service has done a good coordination with the service personnel and the community, that is to accompany the business actors in the operation of the system and provide the instruction manual operation of the system to business actors.

IV. ONLINE SINGLE SUBMISSION WEB PAGE

The use of online single submission business actors (user) in this case the community that will do the application of permits can access the online single submission website (url: <http://oss.go.id>), the Web browser will display the following pages:



Hereinafter users of OSS application in this case user can do the registration Form correctly in accordance with the instructions or data requested by the application, where the data must be in accordance with the actual circumstances Business actors (in accordance with E-KTP). This is very important, because 1 (one) ID number or 1 NIK can only access 1 online single submission account, but 1 online single submission account can be used to register some permissions whether it is individual permit, curriculum vitae-form permit, limited liability company, and cooperatives. With the terms and conditions of the user must have an active e-mail, which is used to confirm the activation of the OSS account and to obtain the OSS Username and Password.

V. CONCLUSION

The conclusion of this research shows that there are several factors that can drive the success of the implementation of the licensing service system to be integrated into the city of Muara Teweh Central Kalimantan province, namely communication factors that include apparatus Transmission, clarity and consistency, resource factors that include human resources and non human resources apparatus that although the agency does not have a standard of service operations.

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